



the Millway Newsletter

Issue 15

 www.millwaymedical.com

 Summer 2020

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The flu vaccine is a safe and effective vaccine and it's offered every year on the NHS to help protect people at risk of flu and its complications. None of the flu vaccines contains live viruses so they cannot cause flu. If you are unwell after vaccination, you may have something else or you may have caught flu before your vaccination had worked.

Flu vaccination is important because:

- if you're at higher risk from coronavirus, you're also more at risk of problems from flu
- if you get flu and coronavirus at the same time, research shows you're more likely to be seriously ill
- it'll help to reduce pressure on the NHS and social care staff who may be dealing with coronavirus

If you've had COVID-19, it's safe to have the flu vaccine. It'll be effective at helping to prevent flu.

The flu vaccine is given to people who:

- are 65 and over
- have certain health conditions
- are pregnant
- are in a long-stay residential care
- receive a carer's allowance, or are the main carer for an older or disabled person

Patient who are 50 to 64 year olds with no qualifying health conditions will be invited later in the year for their flu vaccination (probably in November). To prevent further spreading of Covid-19 virus, the advice from the NHS is to run the flu clinics in open air and we are trialling a new way of providing flu vaccination in the pay and display carpark adjacent to our surgery this year.

The first trial clinic is scheduled on Saturday 25th Sept (9am to 12:00pm & 13:00 to 16:00) and Sunday 26th Sept (9:00am to 12:00 noon).

Lessons learnt from this trial weekend will be used to refine the rest of the flu campaign this year.

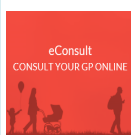
In order to comply with social distancing requirements we are limiting the invites to a minimum for this first trial weekend. Only a selected number of eligible patients are invited for flu vaccination only.

Those who are eligible for shingles and pneumonia will be invited to the surgery in the near future.

Future clinics are planned in the following dates – 3rd and 4th Oct, 10th & 11th Oct, 17th and 18th Oct 24th and 25th Oct, 31st Oct and 1st Nov.

Invitations will be sent out to respective selected members in due course.

Patients who are invited are given a specific time window according to your surname and the invitation letter carries a bar code with relevant information to assist the clinician to enter patient details into our system – please arrive at the allotted time and date, it is very important that you bring the invitation letter with you on the day. Patients with significant mobility problems e.g. wheelchair users, should telephone the Practice to make an appointment within Practice hours. As the car park is being used for the flu clinic, parking spaces will be limited near the surgery. Please either arrive by walking or cycling where possible. If you need to arrive by car, we encourage you to park in Daws Lane Car Park. If you have a disabled badge our volunteers will direct you to the Social Club Car Park.



Since going live in the middle of May we have had a fantastic response with a growing number of patients now using eConsult as a quick, convenient and flexible way of seeking medical advice or help with any administrative queries. We are currently averaging over 300 eConsult submissions a week and aim to process all clinical reports within 4 working hours of receipt. Any admin requests will be closed within 24-48 hours. To submit an eConsult please visit our website.

Alternatively, you can submit an eConsult via the NHS app once downloaded and registered on your phone. Please note, daily telephone appointments remain available for any urgent medical issues, patients who have issues accessing the internet and for children under the age of 6 months..

Patient text service

We have recently started using AccuRx Chain which is an easy-to-use messaging service that allows us to instantly send text messages to our patients. It can be used to send advice, notify you of results, send reminders to book or attend appointments. We are also using it for video consultations. Please read how to use AccuRx SMS service by clicking on following link [ACCURX](#).

While having a telephone consultation clinicians may ask you to upload a photo to help them to make your diagnosis. Please click the [VIDEO](#) link to learn how to do this.



Covid-19 Pandemic Update

Millway Medical Practice is continually monitoring the Covid situation. To ensure that our patients are kept safe, we are ensuring that all patients have a telephone triage assessment on the telephone before we invite them in for a face to face appointment. Upon arrival, patients are encouraged to wear a face covering and use the hand sanitiser as well as having their temperature checked on arrival. We ensure our consulting rooms are cleaned between patients to ensure we offer a clean and safe environment as best we can.

We have a number of safety measures in place for patients and our staff once inside the premises, including social distancing and strict infection control to ensure the smooth running of the practice.



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Social prescribing and support during Covid-19

Our Millway activities will continue to run online, using the ZOOM platform. We can provide login details via email: millwaymedical@nhs.net. Also you can visit our Facebook page to find more local online activities or join the following:



Virtual singing group - Weekly, every Monday 6pm

Virtual Chair yoga - starts virtually in September

Virtual Mindfulness - Weekly, every Wednesday 9.30am

Virtual Barnet Carers support group - Monthly

Our Social Prescriber and Practice Wellbeing Lead have been working closely with Millway clinicians to provide social support to the patients and linking them to local organisations for support. If you need emergency food while self-isolating, medication or just a friendly chat please visit our website, Covid-19 support room, where you find a [List of local support services](#).

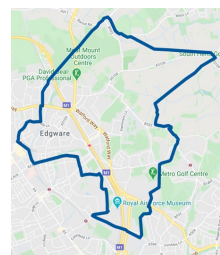
Update your contact details

It is in your best interest that your medical records are accurate and kept up to date in case we need to get hold of you urgently and to ensure you receive your GP and hospital appointments.

In order to check and verify the details we hold, we have included them in the foot note of our patient letters. If you notice that any information is incorrect/missing please update your details by clicking on our [Change of details form](#) or alternatively contact reception. You will notice that the NHS is now asking for your ethnicity, this is to comply with the law [Race Relations (Amendment) Act 2000] which gives public authorities a duty to promote race equality. It is legislative requirement to monitor the ethnic group of ALL patients to identify who might be at a greater risk from conditions such as heart disease, diabetes, stroke, etc and to ensure that race discrimination is not taking place.

It is very important that you notify us if you change your address to avoid delays in you receiving important communication regarding your health and prevent any confidential information being used for identity fraud.

Extended boundaries



Throughout the Covid-19 Pandemic we have continued to accept new patient registrations. Patients can register easily online. We offer a variety of services with varied healthcare professionals including GPs, Nurses,

Clinical Pharmacists and Social Prescribers. You can also consult with a GP virtually by telephone or video. Whether we are open or closed you can also

complete an eConsult through our website and a member of our team will respond to you in 4 to 48 business hours depending on your query or medical needs.

Millway Medical Practice is centred around outstanding care during the Covid-19 Pandemic.

We cover parts of Mill Hill, Edgware & Colindale. Patients that have recently moved to the area can register online and view the practice boundary: [Patient registration](#)

Password Security

We are implementing two new security measures within Patient Access which should take effect by the end of July.

Security PIN code - This is an additional authentication step when signing in to Patient Access. Users will be asked to set a five-digit security PIN code that they will need to enter when signing in to the app, as well as their password. You can read more about [Patient Access security PIN codes](#).

Mobile phone number - This is an optional security measure - but we highly recommend users to provide us with a mobile number if you have not done so already. This will allow further authentication if they need to reset their password. Find more information about [adding and verifying mobile numbers](#).

The team at Patient Access will be emailing all Patient Access users over the next 3 weeks to inform them of these updates and asking them to contact the Patient Access Support team or visit [Patient Access support site](#) where they can contact us directly.

Medicine management



In March 2018, NHS England published guidance about reducing the prescribing of medicines or treatments that are available to buy over the counter. This means that certain medicines may no longer be prescribed if you can buy them 'over the counter'.

The NHS has to make difficult choices about what it spends taxpayer money on and how much value the taxpayer is getting for that money. Medicines to treat some conditions are available to buy over the counter.

Pharmacists can advise patients on self-care and also on which are the lowest cost versions of medicines available.

By reducing the amount the NHS spends on treating these minor health conditions, the NHS can give priority to treatments for patients with more serious conditions such as cancer and mental health problems.

At Millway, we will no longer give you a prescription for over the counter medicines for a range of short-term, minor health concerns. Instead, you may be asked to buy these in a pharmacy or supermarket. More information is available at [Prescribing of over the counter medicines NHS England](#)